

Activity Performance Indicators

- what you have told us -

The information below includes:

- How residents rated their satisfaction on use of a selection of Council services and facilities;
- The activity service and performance results; and
- A peer review comparison with three Councils (Thames-Coromandel District Council (TCDC), Opotiki District Council (ODC) and Gisborne District Council (GDC) looking primarily at customer satisfaction with Council's facilities and services.

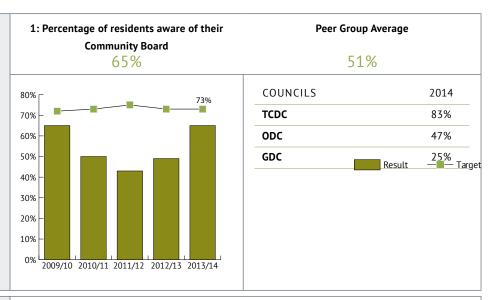
2013/14 results

1: Not Achieved

65% of residents were aware of local community boards that function in their area. This was a significant increase on last year's result. Political culture of the organisation has changed. The current political leadership is committed to increasing the profile of community boards.

Peer Group Comparison

51% of peer group residents were aware of local community boards within their area.

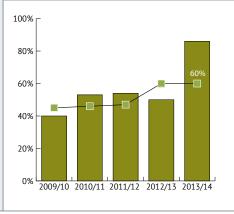


2: Achieved

86% of residents felt that Council was doing a good job (22%) or reasonable job (64%) of keeping the public well informed. This exceeded the target set (60%)

Social media e.g. Facebook using notice pages which covers the town areas of the district has been a positive outcome reaching the community on what Council is doing.

2: Percentage of residents who feel well informed about what Council is doing $$86\,\%$



Peer Group Average

90%

COUNCILS	2014
TCDC	97%
ODC	90%
GDC	83%

Result

—<mark>■</mark>— Target

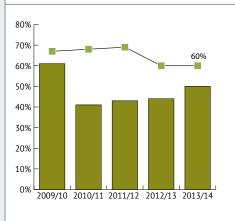
2013/14 results

3: Not Achieved

50% of residents were extremely satisfied (13%) or satisfied (37%) with the ease of accessing Council information and services. This result was an increase on last year's measure. Presently recruiting a person to manage FNDC website improvements which will significantly improve ease of access to Council information.

Peer Group Comparison The combined peer group average increased to 62% from 54% in 2011.

3: Percentage of residents satisfied with ease of access to Council information $\frac{50\%}{}$



Peer Group Average

62%

COUNCILS	2014	2012
TCDC	50%	53%
ODC	63%	53%
GDC	72%	53%

4: Achieved

Results are based within FNDC website on page views for meetings and strategic documents.

From 2013 Council introduced a cost producing a printed copy of agenda minutes and strategic planning documents. Printing requests have reduced and access to FNDC website for agenda minutes and strategic planning documents has increased.

4: Number of website hits for agenda minutes and strategic planning documents 9.929

